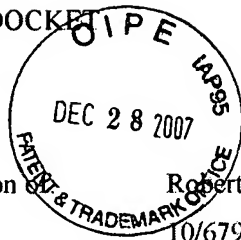


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PATENT APPLICATION  
10/679214



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In re Application of Robert R. Bushey *et al.*  
Serial No.: 10/679214  
Filing Date: October 3, 2003  
Group Art Unit: 2614  
Confirmation No.: 5961  
Examiner: Tieu, Benny Quoc  
Title: *System, Method and Software for a User Responsive Call Center Customer Service Delivery Solution*

**Mail Stop – AF**  
COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**RESPONSE TO FINAL OFFICE ACTION**

In response to the Final Office Action mailed July 24, 2007, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.